

Glossary of Definitions

1. **Asset management** – A function that enables an organization to gain control over the physical, financial and contractual aspects of their IT assets throughout the asset life cycle. The asset life cycle could include asset procurement, asset installation, physical inventory, warehouse and stock management, asset tracking, software license management, contract management, asset disposal, configuration and financial management.*
2. **Cable structure** – The physical wiring that interconnects devices and allows data to be transferred across distances.
3. **Capacity** – Process that ensures that IT processing and storage capacity match the demands of the business in a cost effective and timely manner.
4. **Centralization** – A single internal IT organization manages the delivery of IT services across an enterprise. The process of locating IT equipment to a centralized site.
5. **Configuration** – Components that comprise an IT product or service.
6. **Consolidation** – Process to standardize and reduce duplication of IT products and services to leverage economies of scale and maximize use of technology.
7. **Container** – An IT product or service which is architected to use standard components and delivery of the needed service is in an efficient and repeatable manner.
8. **Customer Service Center** - A function within an organization which provides a single point of contact for customers of IT services. The help desk could provide initial assessment of the incident and then may refer calls to 2nd or 3rd level support groups which may have additional in-depth technical skills or business knowledge. Examples could include calling the help desk to reset a password or to fix a hard drive problem.
9. **Data center operations** – Equipment and services used in management of a raised floor environment for IT infrastructure. Examples could include servers, backup units, storage units, power distribution units, diesel generators and cooling towers.
10. **Data network** – Equipment and services which provide connectivity of data from desktops, laptops, printers, servers and other devices which support the delivery of business applications to the customer. Examples could include routers, switches, hubs, local and wide area network management services.
11. **Desktop management** - Desktop managed services include the day-to-day responsibility for operating and managing the desktop environment. The IT services could include the product procurement, support and services as they specifically relate to the ongoing operation and management of the desktop. Examples could include break/fix services, life cycle management, move, add and changes.
12. **Domain Name System (or Service or Server) (DNS)**, an Internet service that translates domain names into IP addresses.**
13. **Dynamic Host Configuration Protocol (DHCP)** - A protocol for assigning dynamic IP addresses to devices on a network. With dynamic addressing, a device can have a different IP address every time it connects to the network. In some

systems, the device's IP address can even change while it is still connected. DHCP also supports a mix of static and dynamic IP addresses.**

- 14. FOB** – More commonly called a key fob, is a small security hardware device with built-in authentication used to control and secure access to network services.**
- 15. Help desk** – See Customer Service Center.
- 16. Internet Protocol (IP)** – An identifier for a device on a network.
- 17. IT Infrastructure** - A collection of client devices, servers, storage, networks, databases and middleware supporting the delivery of business applications and IT-enabled business processes.*
- 18. Local Area Network (LAN)** - A computer network that spans a relatively small area. Most LANs are confined to a single building or group of buildings. However, one LAN can be connected to other LANs over any distance via telephone lines and radio waves. A system of LANs connected in this way is called a wide-area network (WAN). Most LANs connect workstations and personal computers. Each node (individual computer) in a LAN has its own CPU with which it executes programs, but it also is able to access data and devices anywhere on the LAN. This means that many users can share expensive devices, such as laser printers, as well as data. Users can also use the LAN to communicate with each other, by sending e-mail or engaging in chat sessions.**
- 19. Local Area Network (LAN) management** – Management of servers and connectivity which allows the customer to access file and print services. This could include the sharing of data within work groups. Setup and provide connectivity and logon capability to new customers. Examples could include setting up a new user on Novell or granting access to a directory on a server.
- 20. Monitoring** – The function of proactively reviewing or automatically alerting a person or command center about the failure or potential failure of IT infrastructure or applications.
- 21. Network Operations Center** – Support organization which monitors the voice and data network environment.
- 22. Provisioning** – Process of procuring, setting up, testing and installing IT products and services. Once installed the IT product or service is turned over to an operations and maintenance team.
- 23. Refresh** – Strategy of replacing IT hardware and software to improve productivity, reliability, availability and managing cost.
- 24. Security operations** – Equipment and services to monitor, discover, report, control and automate the IT environment providing protection against and response to security events. Examples could include antivirus, intrusion detection, denial of service, vulnerability scanning, disaster recovery, security event and response management.
- 25. Server operations** – Equipment and services used in the management of small to mid-range open systems equipment and services. This may include equipment found at a raised floor data center or in a properly secured and environmentally prepared server room. Examples could include servers, racks and data backup units.
- 26. Service Level Agreement (SLA)** – A contract between a provider of service and a customer which commits the provider to a certain level of service.

- 27. Standardization** – Process of reducing the number of duplicate IT products and services that perform similar functions and committing to a smaller selection of approved IT products and services that meet business requirements.
- 28. Technology planning** - The Technology Planning Group (TPG) is a group which identifies opportunities for improved leverage of technology, infrastructure, and services in a consistent fashion across the state and to set direction and principles for accomplishing the goal.
- 29. Virtual Private Network (VPN)** - A virtual private network is a private data network that makes use of the public telecommunication infrastructure, maintaining privacy through the use of a tunneling protocol and security procedures. The idea of the VPN is to give the company the same capabilities at much lower cost by using the shared public infrastructure rather than a private one.**
- 30. Wide Area Network (WAN)** – A computer network that spans a relatively large geographical area.
- 31. Voice network** – Communication equipment and services that enable voice communication through wireline or wireless services. Examples could include PBX systems, voice over IP services, voicemail, desktop phones, cell phones, and pagers.

* Taken from Garter Group Article – Definition of Desktop Managed Services Changes

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